



Motivating your team can be a thankless task – a full appreciation of the benefits of a loyal, dedicated team will help the team leader plan, monitor and develop others.

Developing good communications and encouraging professional working relationships will lead to a better working environment and raise service standards.

These courses are fully funded via the European Social Fund (ESF), for anyone with 3 years EU residency and the right to work in the UK.

### **Who are these courses suitable for?**

All supervisory staff in whatever sector of the hospitality industry they are employed - including those already employed as a supervisor as well as those wishing to enter the hospitality industry at this level.

### **What is on offer?**

You can choose to complete either Bundle 1 or 2.

If needed, Functional Skills courses (maths and/or English) can also be fully funded.

### **Bundle 1 - Full Level 3 Technical Certificate**

- Principles of Leading a Team in the Hospitality Industry
- Supervision of Operations in the Hospitality Industry
- Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel & Tourism

### **Bundle 2 - Select two to three units**

- Set objectives and provide support for team members
- Lead a team to improve customer service
- Supervise Drink Services
- Supervise Food Production Operations
- Supervise Food Services
- Supervise Functions
- Supervise Housekeeping
- Supervise portering and concierge Operations
- Supervise Reception Services
- Contribute to the selection of staff for activities
- Improve the customer relationship
- Lead and manage meetings
- Monitor and solve customer service problems